# NOTICE OF VACANCY
# IT Support Specialist

**Date of Issue: 03/18/2026**. The work involves the responsibility for providing advanced technical support for hardware, software, and network systems, including resolving Tier 2 issues and performing routine maintenance. The incumbent monitors system alerts, assists with vulnerability management, user onboarding/offboarding, and maintains accurate assets and ticketing records. Additional duties include generating performance and security reports, collaborating on IT planning, and ensuring compliance with security standards. The position may serve as backup as needed for the Systems Administrator and Information Security Officer. The work is performed under the direct supervision of the Chief Information Officer (CIO) and Deputy Director of Information Technology, with considerable leeway allowed for the exercise of independent judgment. Does related work as required.

The title of IT Support Specialist is **Competitive.** Applicants must meet minimum qualifications established for the position and successfully meet civil service examination requirements. **A tentative test date for this examination is not yet known.** Pending a criminal background check*, a provisional appointment may be made. Permanent appointment will be dependent upon participation in the examination _AND_ being reachable from the resulting eligible list.

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| **Status:** | Provisional, pending permanent appointment from eligible list |
| **Work Hours:** | Full time, 35-hour work week |
| **Salary:** | $50,487 – $60,487 (Management/Confidential); benefit package available including health, dental and vision insurance, paid leave time, NYS Retirement System, Deferred Compensation Plan |
| **Location:** | Tioga County Department of Information Technology and Communication Services |

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of an equivalency diploma and **EITHER:**

a. Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in Information Technology, Computer Science or closely related field, and two (2) years full-time work experience or its part-time equivalent in technical support, system maintenance, or network support; **OR**

b. Four (4) years of full-time work experience or its part-time equivalent in technical support, system maintenance, or network support; **OR**

c. Any combination of education and experience equal to or greater than that described in (a) and (b) above.

\* Due to the radical evolution of technology in this field, qualifying experience must have been gained within eight years from the date of application for employment or examination.

**Special Requirement:** Possession of a valid NYS driver license is required at time of hire and must be maintained throughout employment.

**Apply Online**: https://www.tiogacountyny.com/departments/personnel-civil-service/

**Apply by: Applications will be accepted until the position has been filled.**

_Tioga County applications are available on our website. Resumes may be submitted but MUST accompany an application. Applicants MUST clearly describe education and/or work and volunteer experience to explain how they meet the minimum qualifications for the position. Omissions or vagueness will not be interpreted in an applicant's favor._

_*Criminal background checks will be conducted upon a conditional offer of employment. Depending upon the position sought, conviction of a felony, misdemeanor or other offense may bar appointment. At the discretion of the appointing authority, additional screenings may include but will not be limited to: fingerprinting, psychological, and or drug testing. If requested, a candidate will be required to authorize access to educational, employment, financial, or other records._